



**Connecticut Insurance Department Licensing Division
Property & Casualty Claims Adjuster and MVPD Appraiser
RENEWAL 2017 - FAQ's**

CID contact: cid.licensing@ct.gov

NIPR Contact: customerservice@nipr.com

02/15/2017

All renewals are processed through [National Insurance Producer Registry \(NIPR\)](#).
The Department does not accept cash, checks or paper applications.

1. What are the important dates relative to the RENEWAL of Property & Casualty Claims Adjuster and MVPD Appraiser licenses?

- Renewal instructions will be emailed throughout the week of March 27, 2017.
- All renewal applications **MUST** be processed electronically through www.nipr.com beginning **APRIL 1, 2017** through **JUNE 30, 2017**.
- All current licenses expire June 30, 2017.
- New Licenses issued through March 31, 2017 will have a **June 30, 2017** expiration date and **must** renew.
- New licenses issued after April 1, 2017 will have an expiration date of **June 30, 2019**.
- The effective date of the next 2 year license period is July 1, 2017 to June 30, 2019.

Property & Casualty Claims Adjuster	Before March 31, 2017	June 30, 2017
MVPD Appraiser	Before March 31, 2017	June 30, 2017
Property & Casualty Claims Adjuster	After April 1, 2017	June 30, 2019
MVPD Appraiser	After April 1, 2017	June 30, 2019

2. Where will the renewal instructions and procedures be sent?

Renewal notifications are emailed to the current email address listed on your license record.
The Department no longer sends out notifications through the U.S. Mail.

3. I did not receive my emailed renewal notification, may I obtain a replacement?

Unfortunately, we are unable to email duplicate notices. You do not need your original notice to renew. Please review the [Sample Renewal Notification](#). You may renew your license through www.nipr.com, beginning **April 1, 2017**.

4. I no longer want my license, what do I do?

You do not have to take any action. ***The license will automatically expire, effective June 30, 2017 if no payment is received.*** Connecticut does not issue a fine or penalty for an expired license. The expiration of the license is not considered an administrative action and does not have to be reported. *Due to heavy processing volume during the renewal period, we will not process cancel/termination requests.*

5. I do not know my license number, where can I obtain this information?

Your Connecticut license number is located on your renewal notification. If you did not receive your notification, you will be able to obtain your license number once you start the renewal process through www.nipr.com.

6. What is my National Producer Number (NPN), and where can I obtain this information?

National Producer Number is located on your renewal notification. If you did not receive your notification, you will be able to obtain your NPN once you start the renewal process through www.nipr.com.

7. What is my residency status and where can I obtain this information?

The residency status is located on your renewal notification. It will show Resident, Non-Resident or Non-Resident DHS.

If you did not receive your notification, you may verify this information by going to [Verify and Print a License](#), located on our website. Your status will show on the Print License page.

8. I am changing (or have changed) my Designated Home State (DHS) from one state to another. How will this affect the license process?

It will not affect your Connecticut non-resident renewal. Proceed with your renewal.

9. How much is the renewal and by what method can it be paid? What type of payment does NIPR accept?

The renewal fee is \$80.00 plus the NIPR transaction fee.

NIPR accepts: MasterCard, Visa, American Express, PayPal or electronic check.

No check or credit card payments are accepted at the Department.

10. Can I pay by phone?

No, all renewals must be completed through www.nipr.com.

11. Do I need to complete Continuing Education?

No, Connecticut does not have CE requirements for any Adjuster or Appraiser.

12. Do I need to submit a Letter of Certification or proof of my current resident or DHS license for renewal?

No, we will verify proof of status through the NIPR.

13. Can you walk me through the NIPR renewal screens?

Yes, please see renewal instructions below:

- Go to www.nipr.com. Select "Renew."
 - Residents:**
 - On the "Know which application you need?" page, select "Resident Licensing Renewals."
 - On the RLR State Requirements page, select "Renew Here." (Green box)
 - On the Use Agreement page, scroll and select "Accept."
 - Non-Residents and Non-Resident DHS:**
 - On the "Know which application you need?" page, select "Non-Resident Adjuster Renewals."
 - On the NRAR State Requirements page, select "Renew Here." (Green box)
 - On the Use Agreement page, scroll and select "Accept."
- To verify your Residency/DHS status, please refer to the box on your renewal notification.
- If you answer "yes" to any of the questions, attach any required documents to the NIPR Attachment Warehouse. The review of your application will not begin until all required documents have been received.

14. I want to change my Designated Home State (DHS) to Connecticut, can I do this?

No, you must renew your nonresident license during the renewal process.

15. May I have an extension of time to renew my license?

No, there are no Regulatory provisions allowing for extensions.

16. Is there an exemption for military service?

Yes, the renewal fee will be waived during the year in which a licensee is called to active military service. Provide a copy of military orders and/or discharge papers to the Department at cid.licensing@ct.gov. Make sure to include Licensee's Name and Connecticut license number.

17. Will I be able to amend my license while renewing my current license?

No, amending a license is a separate transaction with a separate fee of \$130.00. Renew your license first. After you have received email confirmation from the Department that your application has been approved, then submit your amendment application.

Renewal Fee: \$80.00

Amendment Fee: \$130.00

18. How can I submit any required documentation needed for my renewal?

Attach any required documentation to the NIPR Attachment Warehouse while you are processing your application.

The processing of your renewal application will not begin until the required documents have been attached to the document warehouse.

19. If I received an error message or cannot complete the renewal, who should be contacted?

Please contact NIPR at: customerservice@nipr.com or (855) 674-6477. Allow 24 hours for your inquiry to be addressed.

20. Will I receive notification when my application has been processed?

Yes, NIPR will send an initial email notification showing the fee has been processed.

Once the renewed license has been approved, the Department will send a second email with instructions on how to PRINT the license.

Note: The Department does not issue hard copies of licenses.

21. I am unable to connect to the NIPR website. What might be the problem?

Please try on another computer or use a different browser such as: Google Chrome, Firefox or Internet Explorer.

22. What is the processing time for renewal applications?

Normal Processing time is 7-10 business days. It is anticipated that volume will be heavy during the month of June and may take longer during this period. Please be patient. You will receive an email notification when your renewal has been processed. *The Department will not be able to respond to status calls, during this time.*

23. Can renewal applications be submitted in batches by the Insurance Company or Agency?

Yes. Information can be found at the following link: <http://www.nipr.com/general/nipr-gateway.htm>.

To become a NIPR customer, please contact NIPR Marketing via email at: marketing@nipr.com or (816) 783-8467.

24. My company is asking for a receipt of payment, how do I obtain this?

You may obtain the receipt of payment, by going to www.nipr.com. Under “How to,” select “Print My Receipt.”

You will not be able to print a renewal receipt of payment from the Department’s website.

25. I missed the June 30, 2017 renewal deadline. Is there a grace period?

No, there is no grace period. Starting July 1, 2017, you must **reinstate** the license, by going to www.nipr.com. Select “**Apply for License**.” The reinstatement fee is \$130.00 plus the NIPR transaction fee.

26. How can I obtain a refund for my renewal payment?

Our statutes do not provide for refunds of renewal applications.

27. If there are questions or inquiries not addressed through this FAQ, who should I contact?

Please contact NIPR at: customerservice@nipr.com or (855) 674-6477

OR

Email the Department at: cid.licensing@ct.gov, Subject: Adjuster/Appraiser Renewals.